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LNGS | LUKAS,
NACE,
GUTIERREZ
& SACHS, LLP

June 26, 2015

PUBLIC REFERENCE COPY

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VIA ELECTRONIC FILING

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W., Room TW-A306
Washington, D.C. 20554

Re: ETC Annual Reports and Certifications, WC Docket No. 14-58

Dear Secretary Dortch:

On behalf of Carolina West Wireless, Inc. (SAC 239004) ("Carolina West"), please find attached a redacted public version of Carolina West's FCC Form 481 Carrier Annual Report, filed pursuant to Sections 54.313 and 54.422 of the Commission's Rules ("Form 481 Report"), for Program Year 2016. The Form 481 Report has been submitted to the Universal Service Administrative Company through its E-File System, and was successfully certified on June 25, 2015. The attached Form 481 Report has been marked "**REDACTED – FOR PUBLIC INSPECTION.**"

Carolina West is also submitting to the Commission, under separate cover, a confidential version of the Form 481 Report. The confidential version is marked "**CONFIDENTIAL – NOT FOR PUBLIC INSPECTION.**"

Marlene H. Dortch
Secretary
Federal Communications Commission
June 26, 2015
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PUBLIC REFERENCE COPY

Please contact the undersigned if any questions arise concerning the above-referenced enclosures or if you require any additional information.

Sincerely,



David A. LaFuria
Steven M. Chernoff
John Cimko

Attorneys for:
Carolina West Wireless, Inc.

Attachment

FCC Form 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	239004
<015> Study Area Name	CAROLINA WEST WIRELESS, INC.
<020> Program Year	2016
<030> Contact Name: Person USAC should contact with questions about this data	Thad Southers
<035> Contact Telephone Number: Number of the person identified in data line <030>	3369735000 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	thads@carolinawest.com

ANNUAL REPORTING FOR ALL CARRIERS	54.313 Completion Required	54.422 Completion Required
<100> Service Quality Improvement Reporting (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300> Unfulfilled Service Requests (voice) (attach descriptive document)	<input type="text" value="0"/>	<input type="text"/>
<310> Detail on Attempts (voice)	<input type="text"/>	<input type="text"/>
<320> Unfulfilled Service Requests (broadband) (attach descriptive document)	<input type="text"/>	<input type="text"/>
<330> Detail on Attempts (broadband)	<input type="text"/>	<input type="text"/>
<400> Number of Complaints per 1,000 customers (voice)	<input type="text"/>	<input type="text"/>
<410> Fixed (complete attached worksheet)	<input type="text" value="0.0"/>	<input type="text"/>
<420> Mobile (complete attached worksheet)	<input type="text" value="0.0"/>	<input type="text"/>
<430> Number of Complaints per 1,000 customers (broadband)	<input type="text"/>	<input type="text"/>
<440> Fixed (complete attached worksheet)	<input type="text"/>	<input type="text"/>
<450> Mobile (complete attached worksheet)	<input type="text"/>	<input type="text"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? (if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability Certification (attach descriptive document)	<input type="text" value="Not Applicable"/>	<input type="text"/>
<1010>	<input type="text"/>	<input type="text"/>
<1100> Certify whether terrestrial backhaul options exist (Yes or No) (if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110> (complete attached worksheet)	<input type="text"/>	<input type="text"/>
<1200> Terms and Condition for Lifeline Customers (complete attached worksheet)	<input type="text"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers	
<2000> (check to indicate certification)	<input type="text"/>
<2005> (complete attached worksheet)	<input type="text"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000> (check to indicate certification)	<input type="text"/>
<3005> (complete attached worksheet)	<input type="text"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	239004
<015>	Study Area Name	CAROLINA WEST WIRELESS, INC.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Thad Southers
<035>	Contact Telephone Number - Number of person identified in data line <030>	3369735000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	thads@carolinawest.com
<110>	Has your company received its ETC certification from the FCC?	<input checked="" type="radio"/> (yes / no) <input type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing \$54.202(a) "5 year plan" filed with the FCC?	<input checked="" type="radio"/> (yes / no) <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing \$ 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

239004NC112.pdf

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113>	Maps detailing progress towards meeting plan targets	Yes
<114>	Report how much universal service (USF) support was received	Yes
<115>	How much (USF) was used to improve service quality and how support was used to improve service quality	Yes
<116>	How much (USF) was used to improve service coverage and how support was used to improve service coverage	Yes
<117>	How much (USF) was used to improve service capacity and how support was used to improve service capacity	Yes
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	Not Applicable

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	239004
<015>	Study Area Name	CAROLINA WEST WIRELESS, INC.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Thad Southerns
<035>	Contact Telephone Number - Number of person identified in data line <030>	3369735000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	thads@carolinawest.com

[illegible]

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

40[illegible]

FCC Form 481
OMB Control No. 3060-0985/OMB Control No. 3060-0819
July 2013

<039> Contact Email Address - Email Address of person identified in data line <030>

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FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

[illegible]

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

Name of Attached Document

[illegible]

<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
<922>	Feasibility and sustainability planning;
<923>	Marketing services in a culturally sensitive manner;
<924>	Compliance with Rights of way processes
<925>	Compliance with Land Use permitting requirements
<926>	Compliance with Facilities Siting rules
<927>	Compliance with Environmental Review processes
<928>	Compliance with Cultural Preservation review processes
<929>	Compliance with Tribal Business and Licensing requirements.

(1100) No Terrestrial Backhaul Reporting	
Data Collection Form	
FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	

<010>	Study Area Code	239004
<015>	Study Area Name	CAROLINA WEST WIRELESS, INC.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Thad Southern
<035>	Contact Telephone Number - Number of person identified in data line <030>	3369735000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	thads@carolinawest.com

<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers		FCC Form 481
Lifeline		OMB Control No. 3060-0986/OMB Control No. 3060-0819
Data Collection Form		July 2013

<010>	Study Area Code	239004
<015>	Study Area Name	CAROLINA WEST WIRELESS, INC.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Thad Southern
<035>	Contact Telephone Number - Number of person identified in data line <030>	3369735000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	thads@carolinawest.com

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	<div style="border: 1px solid black; width: 100px; height: 100px; margin: 0 auto;"></div> <p style="text-align: center;">Name of Attached Document</p>
<1220>	Link to Public Website	

HTTP <https://www.carolinawest.com/lifeline-phone-service/>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

(2000) Price Cap Carrier Additional Documentation
Data Collection Form
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481
 OMB Control No. 3060-0985/OMB Control No. 3060-0819
 July 2013

<010>	Study Area Code	239004
<015>	Study Area Name	CAROLINA WEST WIRELESS, INC.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	THAN SOUTHWEST
<035>	Contact Telephone Number - Number of person identified in data line <030>	3389735000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	THAN@CAROLINAWEST.COM

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

<2010>	Incremental Connect America Phase I reporting	
<2011a>	2nd Year Certification {47 CFR § 54.313(b)(1)i}	
<2011a>	3rd Year Certification {47 CFR § 54.313(b)(1)ii}	
<2011b>	Attachment {47 CFR § 54.313(b)(1)ii}	
<2012>	Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}	
<2012>	2013 Frozen Support Calculation {47 CFR § 54.313(c)(1)}	
<2013>	2014 Frozen Support Calculation {47 CFR § 54.313(c)(2)}	
<2014>	2015 Frozen Support Calculation {47 CFR § 54.313(c)(3)}	
<2015>	2016 and future Frozen Support Calculation {47 CFR § 54.313(c)(4)}	
<2016>	Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}	
<2016>	Certification Support Used to Build Broadband	
<2017>	Connect America Phase II Reporting {47 CFR § 54.313(e)}	
<2018>	3rd year Broadband Service Certification	
<2018>	5th year Broadband Service Certification	
<2019>	Interim Progress Certification	
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	
<2021>	Interim Progress Community Anchor Institutions	

Name of Attached Document(s) Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010> Study Area Code	239004	
<015> Study Area Name	CAROLINA WEST WIRELESS, INC.	
<020> Program Year	2016	
<030> Contact Name - Person USAC should contact regarding this data	Thad Southern	
<035> Contact Telephone Number - Number of person identified in data line <030>	3365735000 ext.	
<039> Contact Email Address - Email Address of person identified in data line <030>	thads@carolinawest.com	
<p>CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.</p>		
(3010) Progress Report on 5 Year Plan Milestone Certification (47 CFR § 54.313(f)(1)(i))	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="text-align: right; font-size: small;">Name of Attached Document Listing Required Information</p>	
(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="text-align: right; font-size: small;">Name of Attached Document Listing Required Information</p>	
(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(iii))	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="text-align: right; font-size: small;">Name of Attached Document Listing Required Information</p>	
(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="text-align: right; font-size: small;">Name of Attached Document Listing Required Information</p>	
(3014) If yes, does your company file the RUS annual report	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="text-align: right; font-size: small;">Name of Attached Document Listing Required Information</p>	
Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="text-align: right; font-size: small;">Name of Attached Document Listing Required Information</p>	
(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="text-align: right; font-size: small;">Name of Attached Document Listing Required Information</p>	
(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="text-align: right; font-size: small;">Name of Attached Document Listing Required Information</p>	
(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="text-align: right; font-size: small;">Name of Attached Document Listing Required Information</p>	
(3018) If the response is no on line 3014, Is your company audited?	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="text-align: right; font-size: small;">Name of Attached Document Listing Required Information</p>	
(3019) If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="text-align: right; font-size: small;">Name of Attached Document Listing Required Information</p>	
(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="text-align: right; font-size: small;">Name of Attached Document Listing Required Information</p>	
(3021) Management letter and audit opinion issued by the independent certified public accountant that performed the company's financial audit	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="text-align: right; font-size: small;">Name of Attached Document Listing Required Information</p>	
(3022) If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="text-align: right; font-size: small;">Name of Attached Document Listing Required Information</p>	
(3023) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="text-align: right; font-size: small;">Name of Attached Document Listing Required Information</p>	
(3024) Underlying information subjected to a review by an independent certified public accountant	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="text-align: right; font-size: small;">Name of Attached Document Listing Required Information</p>	
(3025) Underlying information subjected to an officer certification.	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="text-align: right; font-size: small;">Name of Attached Document Listing Required Information</p>	
(3026) Attach the worksheet listing required information	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="text-align: right; font-size: small;">Name of Attached Document Listing Required Information</p>	

(3000) Rate Of Return Carrier Additional Documentation (Continued)

Data Collection Form

FCC Form 451

CME Control No. 7031-1557/CMB Control No. 3050-0519

July 2013

<010>	Study Area Code	239004
<015>	Study Area Name	CAROLINA WEST WIRELESS, INC.
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Thad Southers
<035>	Contact Telephone Number - Number of person identified in data line <030>	3369735000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	thad@carolinawest.com

Financial Data Summary	
(3027) Revenue	
(3028) Operating Expenses	
(3029) Net Income	
(3030) Telephone Plant In Service(TPIS)	
(3031) Total Assets	
(3032) Total Debt	
(3033) Total Equity	
(3034) Dividends	

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	239004
<015> Study Area Name	CAROLINA WEST WIRELESS, INC.
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Thad Southers
<035> Contact Telephone Number - Number of person identified in data line <030>	3369735000 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	thads@carolinawest.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	239004
<015> Study Area Name	CAROLINA WEST WIRELESS, INC.
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Thad Southers
<035> Contact Telephone Number - Number of person identified in data line <030>	3369735000 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	thads@carolinawest.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>Lukas, Nace, Gutierrez & Sachs, LLP</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	Lukas, Nace, Gutierrez & Sachs, LLP
Name of Reporting Carrier:	CAROLINA WEST WIRELESS, INC.
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 06/25/2015
Printed name of Authorized Officer:	Thad Southers
Title or position of Authorized Officer:	CFO
Telephone number of Authorized Officer:	3369735000 ext.1010
Study Area Code of Reporting Carrier:	239004 Filing Due Date for this form: 07/01/2015
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	CAROLINA WEST WIRELESS, INC.
Name of Authorized Agent or Employee of Agent:	Lukas, Nace, Gutierrez & Sachs, LLP
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 06/25/2015
Printed name of Authorized Agent or Employee of Agent:	John Cimko
Title or position of Authorized Agent or Employee of Agent:	Attorney
Telephone number of Authorized Agent or Employee of Agent:	7035848686 ext.
Study Area Code of Reporting Carrier:	239004 Filing Due Date for this form: 07/01/2015
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

Carolina West Wireless, Inc.
SAC 239004
FCC Form 481 (Program Year 2016)
Line 112 – Service Quality Improvement Reporting

**THIS EXHIBIT IS WITHHELD FROM THE PUBLIC COPY
AS THE FILER HAS REQUESTED CONFIDENTIAL TREATMENT**

Carolina West Wireless, Inc.
SAC 239004
FCC Form 481 (Program Year 2016)
Line 510 – Service Quality Standards and
Consumer Protection Rules

Carolina West Wireless, Inc.

SAC 239004

Form 481 (Program Year 2016)

Line 510 – Service Quality Standards and Consumer Protection Rules Compliance

Carolina West Wireless, Inc. (“Carolina West”), follows service quality and consumer protection practices, in connection with its provision of voice services and broadband services, that ensure that Carolina West:

- (1) Discloses rates and terms of its voice services and broadband services to customers.
- (2) Makes available maps showing where voice services and broadband services are generally available.
- (3) Provides contract terms to customers and confirms changes in voice service or broadband service.
- (4) Allows a trial period for new voice service and broadband service.
- (5) In advertising of prices for voice services or broadband services, provides specific disclosures of material charges and conditions related to the advertised prices and services.
- (6) Separately identifies carrier charges from taxes on billing statements.
- (7) Provides customers the right to terminate voice service or broadband services for changes to contract terms.
- (8) Provides ready access to customer service.
- (9) Promptly responds to consumer inquiries and complaints received from government agencies.
- (10) Abides by policies for protection of consumer privacy.
- (11) Provides consumers with free notifications for voice, data, and messaging usage.

- (12) Abides by standards regarding the ability of customers, former customers, and individual owners of eligible devices to unlock phones and tablets that are locked by or at the direction of Carolina West.

These service quality and consumer protection practice categories are the same as those included in the CTIA–The Wireless Association® (“CTIA”) Consumer Code for Wireless Service (“CTIA Code” or “Code”) as currently in effect.¹

¹ Carolina West is a member of CTIA, and its service quality and consumer protection practices are in compliance with the voluntary guidelines established in the CTIA Code, to the extent the guidelines are applicable to Carolina West’s services and operations. Carolina West notes that, although paragraph (11) of the Code covers international roaming services, as well as voice, data, and messaging usage, Carolina West does not provide international roaming services. The CTIA Code can be viewed on the CTIA website at <http://www.ctia.org/policy-initiatives/voluntary-guidelines/consumer-code-for-wireless-service> (accessed May 20, 2015). The Code adopts “principles, disclosures and practices for wireless service, including voice, messaging and data services for postpaid or prepaid consumers.” *Id.*

Carolina West Wireless, Inc.
SAC 239004
FCC Form 481 (Program Year 2016)
Line 610 – Network Functionality in Emergency Situations

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Carolina West Wireless, Inc.
SAC 239004
FCC Form 481 (Program Year 2016)
Line 700 – Price Offerings Including Voice Rate Data

FCC Form 481
OMB Control No. 3060-0985/OMB Control No. 3060-0819
July 2013

239004

CAROLINA WEST WIRELESS, INC.

2016

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Carolina West Wireless, Inc.
SAC 239004
FCC Form 481 (Program Year 2016)
Line 813 – Operating Companies

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